



CONSUMER PROTECTION GUIDELINES TERMS AND CONDITIONS OF SALE DISPUTE RESOLUTION

GOVERNING LAW AND JURISDICTION

This Agreement, and RHG Entertainment, LLC. dba Royal Hospitality Group (RHG) and your obligations under this Agreement, will be governed by the laws of the State of Illinois without regard to its conflict of law provisions. By using the RHG services, you agree that all legal proceedings with respect to this Agreement, and RHG services must be brought in State or Federal court located in the County of Kane, State of Illinois, and you consent to the personal jurisdiction of and laying of venue in such courts. Nevertheless, we may seek to enforce any award in such proceedings against you in any other jurisdiction where you are located or have assets.

RHG Entertainment, LLC dba Royal Hospitality Group
2400 E Main St Suite 103-140
St Charles, IL 60174

TERMS AND CONDITIONS

All sales are final. There are no cancellations, refunds, or exchanges. RHG is a licensed ticket broker and is not associated with Ticketmaster, any venue, or box office. Prices listed are in US dollars (USD), taxes and/or service fees are NOT included in the price of each ticket. Prices reflect the market price, and are usually priced above the face value printed on the ticket. A service fee will be added to the total amount of the order. The service fee will be dependent on the price per ticket and will reflect the costs of obtaining such tickets.

ARBITRATION

As required by the Illinois Ticket Sale and Resale Act 720 ILCS 375/1.5(e) 6. Any controversy or claim arising out of or relating to the use of RHG services, or any alleged breach of these policies, shall be resolved through binding arbitration in the jurisdiction of RHG's headquarters, Dupage County, Illinois, and administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules including the Optional Rules for Emergency Measures of Protection. Any award issued through arbitration is enforceable in any court of competent jurisdiction.

ORDER CONFIRMATION

Orders are processed and confirmed during normal business hours, Monday-Friday 9 a.m.-6 p.m. CST. Any orders placed after 6 p.m. CST will not be guaranteed confirmation until the following business day.

All orders are confirmed through email. You are responsible for providing an accessible email address that allows general confirmation emails to be sent. [Note: some email addresses have a spam blocker which may prevent delivery of your order confirmations].

Once your order is processed you will then receive a sale confirmation email as well as a PDF attachment as your invoice. Your invoice will include the ticket and shipping details of the order. If you do not receive an invoice or have not been contacted by a RHG

2400 E Main St Suite 103-140, St Chartles, IL 60174

Phone: 877-423-0231 Fax: 630-690-0880

If your tickets are “in hand” and ready to be shipped a FedEx tracking number for you to track your package will be included on the invoice emailed to you. It is your responsibility to check the tracking status of your tickets. If your package is not tracking with FedEx please call our office to speak with a representative who can then check the shipping status.

UNAVAILABLE TICKETS

Occasionally the tickets that you have requested may no longer be available due to high demand. In this case a RHG representative will notify you through email letting you know that they are unavailable and at that time you can either cancel your order or can choose alternative tickets which may result in a different seat location and pricing. RHG reserves the right to upgrade your tickets at no additional cost to you.

DELIVERY OF TICKETS

The majority of tickets listed can be shipped out immediately but occasionally some events such as MLB, NFL or major concert tickets have yet to be released and therefore the tickets you have requested are not in hand. In some cases tickets may not be delivered until the week of the event and could be as late as the day before. [Note: If you order NFL tickets in April your tickets would not be delivered until August when the NFL releases the tickets]

Some ticket may be available in ticketfast or Eticket form. If so we will email the tickets directly to you and you can print them at your convenience. If this option is available we will reconfigure your total cost and reduce the shipping cost to our low cost delivery convenience fee of \$5. The change will be indicated on your invoice that is emailed to you. Once the order is finalized and you receive an invoice and sale confirmation your tickets will be emailed within 48 hours unless otherwise noted on your invoice. If the event is within 24 hours the tickets will be guaranteed emailed to you by the end of the business day that the order is finalized on. If you have further questions you may call our office at (877) 423-0231 and speak with any sales representative. If will call is available your shipping charges will be credited and you will be charged \$10 for will call. For any questions regarding the delivery of your tickets please call our office to speak with a representative.

You have 48 hours from the time tickets are delivered to contact our office with any ticket discrepancies in comparison to your invoice such as wrong seat locations or wrong event date. [Note: This is only if your tickets are different from your invoice.] RHG cannot guarantee that comparable tickets will be available after 48 hours. If the discrepancy is not able to be resolved, your order will be canceled.

SHIPPING METHODS

All tickets will be shipped via FedEx unless otherwise noted on your sale confirmation and invoice. Ticket delivery will be during business days Monday-Friday unless otherwise specified. The following ship methods are available:

FEDEX 2 Business Day \$15.00

FEDEX Next Business Day (3:00pm) \$20.00

FEDEX Saturday delivery \$45.00

FEDEX Priority \$45.00

The shipping methods listed above are associated with the day the tickets leave the office, and not necessarily the date of your order. [Note: if you place an order on Thursday for 2 day delivery then the tickets will be delivered on Monday, 2 business days later]. If an order for multiple sets of tickets is placed, you may be charged a shipping cost for each set of tickets.

All packages require a signature for delivery. It is your responsibility to provide a secure delivery address. In some cases FedEx may have a signature release on file for you and/or your address and in this case RHG is not responsible for lost or stolen packages.

RHG is not responsible for delivery delays due to weather conditions, an act of God, or any other delay not caused by RHG.

LOST OR STOLEN TICKETS

RHG is not responsible for lost or stolen tickets. Once tickets have been shipped it is your responsibility to keep them in a secure place as tickets cannot be reprinted or reissued.

CANCELED OR POSTPONED EVENTS

If an event is canceled due to weather, an act of God, or cancellation beyond our control no refunds will be given.

If an event is postponed for a later date, the ticket will be honored for the rescheduled event date and no refund will be provided. New tickets will not need to be issued.

If an event is canceled and not rescheduled, we will provide a full refund for the amount that you paid for the tickets. Any shipping charges are not refundable. **TICKETS MUST BE RECEIVED BACK TO OUR OFFICE WITHIN 10 BUSINESS DAYS OF THE ANNOUNCEMENT OF THE CANCELLATION.**

If an event is postponed for a later date, your tickets will be valid for the rescheduled date. No cancellations or refunds will be given for events rescheduled for a later date or time.

In some cases an event will last several days, such as tennis and golf. Your tickets are good only for the day purchased and no refund will be given for postponement or a canceled event day.

LIMITATIONS OF LIABILITY

Due to the fact that our inventory is posted from various outside suppliers we cannot be held responsible for any typographical errors or incorrect ticket listing. RHG cannot be held responsible for replacement tickets. If the error is found prior to confirmation you will be notified by a RHG representative and your order will be canceled with no charge to your credit card. If the error is found after your order is confirmed your order will be canceled and refunded; if the tickets have shipped we will only refund you once the tickets are returned to our office, which must be within 10 business days in order to receive the full refund. In the event that you miss your event or are delayed to the event due to an act of RHG, a partial or full price of the ticket order will be reimbursed, however we are not responsible for any other travel related expenses in such situations. Occasionally weather conditions may affect travel to your event and in this case, RHG is not responsible for the missing or delay of an event.

PRE ORDERS

Events include: US Open Tennis and Golf, Masters, Kentucky Derby and Oaks, Daytona 500, Las Vegas 400, Super Bowl, BCS Bowl Games, Ryder Cup, ACC Tournament, Final Four, French Open and Wimbledon.

Some event orders may be considered a pre-order. In such a case, exact ticket locations and delivery dates may not be given until closer to the event. Pre-order events generally will have categories associated with them and you are guaranteed tickets within that category. We can only guarantee tickets in pairs and a quantity of 3 or more are not guaranteed to be seated together but we will make every attempt to fill the request.

A specific pre-order confirmation will be sent via email once your order has been received, confirming your order and providing details on payment and delivery information. This confirmation will also be your invoice and include an invoice number. Once you receive that email your order is a guaranteed ticket order and will then be subject to a 20% cancellation fee on the total amount of your ticket purchase minus the shipping. If you do not receive this email within 72 hours of ordering please contact our office.

Due to the nature of pre-order events, tickets may not be delivered until the week of the event and in some cases the day before the event. Specific events such as the Masters require refundable deposits and a contract to be signed and sent back to our office before processing can begin. A RHG representative will contact you regarding these items once your order has been received. In case of a rain out during an event such as US Open Tennis, US Open Golf, Masters, etc., RHG is neither responsible nor liable for issuing replacement tickets or any type of credit. Any questions regarding your event or ticket orders should be directed to the RHG.
